

ATTACHMENT D

SERVICE DESCRIPTIONS

Employment Services

Job Development: activities conducted on behalf of a particular refugee that are designed to locate suitable job openings for the individual and/or market the individual to employers. Activities also expand the number of potential employers for placements of refugees in full-time and part-time employment. Job development alone cannot lead to a direct placement.

Examples of job development activities might include resume writing, labor market analysis, and employer and client training on cross cultural differences on the job. After placement, an essential activity is an employer contact to assess employer satisfaction with refugee employees and to determine if additional assistance from the provider agency would improve employer satisfaction.

Job Search is a supervised process that teaches job seeking skills and techniques and requires participants to actively seek employment.

Examples of job search activities might include assistance in identifying types of employment to target and employers to contact, assistance in completion of job applications, job interview skills training, and arrangement of transportation to interviews.

Job Referral is the act of bringing to the attention of an employer a participant who needs a job and/or informing the participant of a suitable opening with the employer. A job referral should provide complete information to the refugee about the job, including the type of work, wage, benefits, hours per week, and other requirements. Referrals may be made by telephone or in person.

Job Placement is a placement in an unsubsidized job as a result of either: 1) a documented referral by the service provider made on behalf of an individual to the employer (direct agency placement), or 2) a specific employment service provided by the service provider, but for which no specific documented referral was made to the employer by the service provider (obtained placement).

Job Follow-up Services are services to each refugee placed in employment and are designed to ensure employment retention. Providers should anticipate potential problems and be prepared to intervene before the refugee's job is at risk or the job is terminated.

The following additional employment services may be offered to enhance the employability of refugees and increase their skills and knowledge. All services must advance the goals of an individual's resettlement plan.

Job Club/Workshop Job Workshops are usually designed as a support activity for persons who need the guidance of a workshop leader to improve job-seeking skills. Workshop leaders provide extensive guidance in activities such as preparing job applications, resume writing, job seeking methods, interviewing techniques and other related job seeking skills. Job Workshop is usually a more formal, directed, and structured job search activity than a Job Club. Job Club is usually designed as a support activity for persons who are ready to conduct an independent job search. The Job Club concept emphasizes job seeking skills and peer support networks.

Employment Counseling is the process of assisting participating refugees in assessing their needs and potential, and helping participants with a variety of individual problems which may be a hindrance to achieving and maintaining employment.

Orientation to World of Work is the provision of employment-specific information and cross-cultural work experiences to individual refugees or groups of refugees. Topics usually include: comparative work experiences, available employment services, finding a job and succeeding on the job. Orientation to World of Work must utilize a written orientation curriculum.

Job Upgrading services are provided for an employed individual and/or the employer of an individual with the result of the participant being raised to a higher rank within the company.

Vocational Skills Training is occupational training programs that provide a participant with technical skills and knowledge needed to employment in a specific occupation (may involve both classroom and actual work experience). An example of this training is driver education.

On-the-Job Training (OJT) is training, usually provided under contract by an employer that occurs while the participant is engaged in productive work that provides knowledge or skills essential to the full adequate performance of the job, and that is subsidized under a program grant. Work performed while under an OJT contract is not unsubsidized employment unless and until the individual is hired by the employer without any subsidy.

Support Services

Translation and Interpreter Services- Bilingual language activities provided to limited English speaking refugees to assist in the delivery of services, assisting in crisis situations, and promoting social adjustment, and ensuring job placement retention. Written translation of documents and forms critical to refugee services shall be provided.

The development of language banks in communities of high need which expands the number of qualified translators and interpreters and is representative of the native languages spoken in the community.

Transportation Services-Transportation services are those activities that are provided to transport individuals, when necessary, to activities included in the comprehensive resettlement plan. Individuals may also be transported to health-related appointments or an emergency treatment facility.

Day Care Services- Day care services may be provided when necessary for the refugee/family's participation in the resettlement plan. Direct and/or purchased services may be provided by approved day care providers who meet the Department's licensing standards.

General Civic Education and Support- Formal or informal instruction and consultation may be provided to individuals or families in the management of household budgets, home maintenance. Billing and credit, nutrition, housing standards, tenant's rights, and other citizen education. Additionally, activities should acquaint refugees with the legal responsibilities and rights of residency in the U.S. and Virginia, including the use of motor vehicles, contract and purchasing, domestic violence, and education. These services may be provided in individual counseling sessions, family sessions, group workshops and/or formal classes.

Public assistance- The provision of cash assistance and/or medical assistance by a local department of social services to a person or family who applies for and is found eligible to receive such assistance. For purposes of determining that a refugee individual or family has been removed from public assistance, the term will also include food stamps, Aid to Families with Dependent Children and Medicaid.